



Introduction to EIM/ESM

What is EIM/ESM?

Beginning in 2006, the Executive Office of Health and Human Services will launch a new web-based billing and service delivery reporting system for Purchase of Service (POS) Providers.

Enterprise Invoice Management (EIM) is an EOHHS-wide invoicing and service delivery reporting tool which coordinates invoicing and reporting across POS programs, agencies, & providers.

Enterprise Service Management (ESM) will support providers contracted through the Department of Public Health (DPH) with a client management and service tracking tool. ESM fully integrates and coordinates delivery and administration of care across DPH programs, bureaus, and providers.

EIM/ESM launch begins in the spring of 2006, beginning with a small system pilot. Within six months, EOHHS anticipates that the system will support approximately 80 providers and agencies and 500 users. EOHHS is working with the Department of Public Health (DPH), Department of Mental Health (DMH), the Department of Mental Retardation (DMR), and the Department of Social Services (DSS) to plan roll out. At full deployment, over 3,000 individuals will use EIM/ESM to support billing and service management.

EIM/ESM System Features

Enterprise Invoice Management (EIM) Service

- Integrates service reporting, invoicing, and payment within and across EOHHS agencies through the Virtual Gateway
- Provides a standard, efficient way for providers to report services and submit invoices for all purchased services, regardless of the agency with which they are contracted
- Provides detailed remittance information, enabling providers to track invoice payment status including reasons for non-payment or adjustment

Enterprise Service Management (ESM) Service for DPH

- Automates and uniformly determines eligibility
- Simplifies client enrollment and referral
- Supports the collection of demographic information for eligibility determination and reporting
- Streamlines service planning and case management

EIM/ESM Pilot Information

- **Timeline**
Pilot roll out begins in spring 2006 and involves DPH and DMH. In July 2006, we plan to expand to more agencies, including the DMR. Training for agency and provider staff is scheduled.
 - Initial Pilot includes several providers from DPH's Women's Health Network and Substance Abuse programs and several DMH providers
 - July expansion includes DMR pilot providers and further increases DPH and DMH participation
- **Training & Support**
EIM/ESM training will use a "Train-the-Trainer" approach to prepare provider and agency staff to use the EIM/ESM service. This approach allows training to be customized for different user groups as needed. Help desk support is available during training and once EIM/ESM is live.

General Information

- Overview presentations
- Newsletters
- www.mass.gov/eohhs Select Provider tab:

PROVIDERS

Support for Users

- Help desk support
- Training
- User manuals & documentation

Questions regarding EIM/ESM may be submitted to: POS.EIM-ESM@massmail.state.ma.us

